

### **Issue**

The voltage in the BAM1020 that operates the CPU is a reference 5 volts. This voltage could potentially drop to 4.8 volts. If the voltage drops to 4.8 volts or less the CPU can fail and reset the BAM1020. A power failure causes the loss of the data from the hour that the power failure occurred.

### **Symptoms**

The error log would show multiple power failure in the same day or hour. A power failure is recorded in the BAM as an "L" failure. The error log can be viewed by pressing the F3 key on the BAM1020 front panel when the unit is in the main menu screen or by downloading the data to a laptop. The power failures should be only happening on the BAM1020 and no other equipment at the same location.

### **Solution**

All units manufactured from the date of this bulletin forward have the power supply voltage increased from 5.0 volts to 5.25 volts. Returned BAMs have this modification if they were returned after the date of this bulletin. This is a field serviceable issue.

### **Contact Information**

**Mike Putnam**  
**541.471.7115 x 133**  
**service@metone.com**



**Met One Instruments, Inc.**

Corporate Sales & Service: 1600 Washington Blvd., Grants Pass, OR 97526, Phone: 1(541)471-7111, FAX: 1(541)471-7116  
Regional Service: 3206 Main Street, Suite 106, Rowlett, TX 75088, Phone: 1(972)412-4747, FAX: 1(972)412-4716  
Website: [www.metone.com](http://www.metone.com) Email: [service@metone.com](mailto:service@metone.com)

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